

As Horizon Blue Cross Blue Shield of New Jersey and CareCentrix work together to transition the management of home health care services (including in-home nursing services and physical, occupational and speech therapy) to Horizon BCBSNJ, effective **November 1, 2016**, please keep in mind:

- Any claims for services that will be transitioned to Horizon BCBSNJ with dates of service **November 1, 2016 and after** should be submitted to Horizon BCBSNJ.
- Any claims for services that will be transitioned to Horizon BCBSNJ with dates of service **prior to November 1, 2016** should be submitted to CareCentrix.

Authorization submission

Prior authorization requests to Horizon BCBSNJ for home health care services must be submitted using Horizon BCBSNJ's online utilization management request tool via NaviNet®.¹

To submit authorization requests online, simply log on to **NaviNet.net**, access *Horizon BCBSNJ* from the *My Health Plans* menu, then:

- Mouse over *Referrals and Authorizations*
- Select *Utilization Management Requests*

Not registered for NaviNet?

Access to NaviNet is free. To register, visit **NaviNet.net** and click *Sign Up*.

Need help with submitting authorizations online?

Registered NaviNet users have access to information about submitting authorization requests online. Log in to NaviNet, and from the *My Health Plans* menu, select *Horizon BCBSNJ* and:

- Mouse over *References and Resources* and click *Provider Reference Materials*
- Mouse over *Policies & Procedures* and click *Utilization Management*
- Click *CareAffiliate*

Have questions?

If you have questions about precertification/prior authorization requests please call Horizon BCBSNJ's Prior Authorization team at **1-800-664-2583**, Monday through Friday, between 8 a.m. and 5 p.m., Eastern Time.

¹ Network hospitals that have not transitioned to using the online tool will be provided with an alternative process for submitting precertification/prior authorization requests.